1	2	3	4	5	6	7
29	Raisen	255	16	1165	1152	43
30	Rajgarh	194	87	1368	1384	63
31	Rajnandgaon	240	52	1994	1024	186
32	Ratlam	224	77	758	749	—
33	Rewa	237	41	2076	2052	175
34	Sagar	402	48	1454	1418	68
35	Sarguja	217	37	2172	2160	506
36	Satna	219	38	1534	1507	197
37	Sehore	252	57	745	703	35
38	Seoni	219	10	1380	1373	52
39	Shahdol	185	30	1764	1753	288
40	Shajapur	307	43	726	711	—
41	Shivpuri	260	40	1001	1000	28
42	Sidhi	173	34	1638	1614	197
43	Tikamgarh	184	7	684	678	74
44	Ujjain	291	44	769	764	—
45	Vidisha	194	41	1286	1284	6
		12590	2170	57312	56710	

Inoperative street-wise directory in Delhi

2583. SHRI INDER KUMAR GUJRAL: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that the Delhi street-wise directory was rendered inoperative a few years ago consequent on a fire in the telephone exchange building; and

(b) whether it is a fact that the said directory has not been restored till date and what steps Government propose to take in this connection?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) Yes Sir. The street-wise director information which was being provided through mandal records became inoperational on 5th of May, 1992 as the records were burnt in the fire in Kidwai Bhavan Exchange building.

(b) Sir, the service has not been restored as;

(i) Calls regarding street-wise Directory Information (197) were less than 1 per cent of the total number of calls handled on Enquiry Services (197).

(ii) These services were so far being provided on manual basis as a legacy from the past when the system was very small. Since 197 and other auto manual services have been

comptuerised and as this address directory is not available on computer software, hence this service is dispensed with.

(iii) Also it is mentioned that this service is not mandatory.

Dumping of postal bags

2584. SHRI INDER KUMAR GUJRAL: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that two postal bags were dumped in one of the houses under construction in Pushpanjali Enclave, East Delhi, last year; and

(b) what steps Government have taken to ensure that the important registered and ordinary letters are delivered to the addressees as many of them have till date not been delivered?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) Yes Sir. On receipt of a complaint on 14.8.93, postal bags containing 622 letters, most of which were second class articles and which were entrusted to the postman for delivery on 13.8.93, were recovered from custody of a chowkidar in a house under construction in Pushpanjali Enclave.

(b) Following steps have been taken to improve delivery of mails in the area:

(i) The concerned postmen staff, responsible for this, have been suitably punished.

(ii) Strict instructions have been issued to ensure that such incidents do not recur.

(iii) Supervision over delivery work has been tightened.

(iv) Instructions were given to try to educate the public to use correct Pin Code Numbers.

(v) All the recovered mails were got delivered immediately.

Failure of Telephone services in Delhi and Bombay

2585. SHRIMATI CHANDRIKA ABHINANDAN JAIN: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that the Upbhokta Adalats in Delhi and Bombay have given verdicts against the services and working of Delhi and Bombay Telephones;

(b) if so, the details thereof;

(c) the reaction of Government on the prevailing discontentment on account of failure in giving full satisfaction to the subscribers; and

(d) the details of steps taken by Government to improve the telecommuications services in the two metro cities?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) and (b) The Consumer Dispute Redressal Forum have given verdict only in individual subscriber complaints regarding excess metering, faulty telephones etc.

(c) The service provided by MTNL in both Delhi and Bombay is generally satisfactory.

(d) The department has taken several measures to improve the telecom services and customer inter face in Delhi and Bombay. The main steps are introduction of electronic exchanges with dynamic STD lock facility etc., replacement of old and